

Position Summary: ERP Business Analyst – Senior

Under the general direction of the STAR (State Transforming Agency Resources) Program Office HCM Section Chief, the Business Analyst - Senior serves as a business authority, resolving customer problems and is considered a functional system expert. This position is responsible for ensuring data integrity and protecting sensitive information through advanced analysis/research and recommending solutions, policies and procedures; evaluating system functionality; design, testing, and documentation of the State's ERP (Enterprise Resource Planning) System.

The incumbent is an active member of the STAR Program Office. The STAR Program Office consists of Financial, Procurement, Human Resource, IT and Training leads and change management staff. This position is accountable to demonstrate a commitment to customer service, organizational success and respect in the workplace. Incumbent provides customer service and expert system consultation to internal and external customers including state agencies, Courts, and Legislature. The incumbent participates in Statewide User Group meetings, which focus on utilizing the system efficiently and effectively. The incumbent serves as a liaison with the other STAR Support teams, State agencies, ensuring adherence to State and Federal policies, procedures, rules and regulations related to ERP systems. The incumbent is expected to be accountable for delivering measurably high-quality and responsive services and customer support.

GOALS AND WORKER ACTIVITIES

35% A. Provide support for enterprise system, related modules, and ancillary applications.

1. Provide expertise on business processes and solutions.
2. Design and document all business requirements and processes/workflows.
3. Analyze business requirements and technical system capabilities to meet customer needs.
4. Ensure proper design techniques and resources are used efficiently.
5. Participate in the development and execution of implementation/roll out plans.
6. Collaborate with team members to facilitate the development and implementation of support procedures.
7. Prepare and validate reports.

8. Provide alternative solutions and recommendations to business problems and issues. Work with operational leads, and others as appropriate, to determine best business solution(s).
9. Develop strategies for future business process flows to best utilize system functionality.
10. Develop/Create and participate in the development of testing plans and scenarios ensuring all aspects of the modules are fully tested: Application/unit test, integrated test, parallel test and performance/stress test.
11. Participate in the development and documentation of security requirements for all users.
12. For system modification(s), define the business requirements and prepare functional design documents for formal review that include the analysis of project scope, problem definition of current situation, objective, constraints, cost estimates, project tasks/schedule, system and user documentation, user training materials and integrated systems design considerations and data flows.
13. Develop training plans, prepare training documentation and conduct the training.

30% B. Provision of Project Coordination, Consultation, Direction and Guidance

1. Provide professional, analytical and consultative support
2. Develop and maintain strong working relationships with both internal and external contacts.
3. Attend and participate at State User Group meetings. Prepare materials as appropriate. Contribute to decision making, process and policy changes as appropriate.
4. Lead application specific State User Group meetings (as appropriate/assigned). Prepare and present materials. Provide information and options for decision making, process and policy changes. Document decisions and assist with implementation efforts.
5. Follow governance structure for decisions. Provide guidance to peers regarding governance structure and decision-making workflows, ensuring proper methodologies are followed.

6. Using system and business analysis expertise; develop alternatives and options to meet business, state and federal requirements. Recommend best course of action based on analysis.
7. Work with representatives/user group members from other agencies and administrative areas to ensure seamless integration with other modules.
8. Lead business process reengineering and continuous improvement studies.
9. Identify opportunities to streamline business processes to best leverage business systems.
10. Tutor and train customers.
11. Proactively share knowledge with team members and provide assistance in areas of expertise. Present and lead training events.
12. Provide informal and formal project status reports, issues and proposals to management which communicate the progress, obstacles and issues of the team.

30% C. Maintenance and operation of complete systems

1. Identify/Analyze/resolve/document complex systems related problems with system users.
2. Coordinate issue troubleshooting and training for timely problem resolution.
3. Maintain training materials and provide continuous training and support.
4. Assist agency staff with business questions/problems which are technical or functional in nature.
5. Participate in Legislative Audit Bureau audits and recommend compliance alternatives.
6. Analyze and test impact of technical environment upgrades, system tools and image upgrades.
7. Analyze changes to business functions and implemented solutions.
8. Implement/ensure data quality when system issues are discovered.
9. Work closely with the Training and Change Management team members to develop comprehensive user documentation.

5% D. Organizational Responsiveness

1. Review and keep abreast of changes in knowledge and practices of position-related activities in responsibilities.
2. Participate in job-related training and organizational meetings as assigned.
3. Perform other position-related duties as assigned.
4. Maintain awareness of the operations procedures and environment of the State of Wisconsin Department of Administration (DOA) and Division of Enterprise Technology (DET).

Knowledge, Skills, and Abilities

1. Ability to promote, control and communicate change.
2. Ability to work independently in pursuit of broad goals and objectives.
3. Knowledge of processes and methodologies used to support large complex business enterprise systems.
4. Strong analytical skills with demonstrated ability to synthesize complex and diverse information, collect and researches data, and design complex work flows and procedures.
5. Advanced problem-solving skills. Ability to identify and resolve problems in a timely manner, gather and analyze information skillfully, develop alternative solutions and work well in group problem solving situations.
6. Planning and organization/Project Management Skills. Ability to independently coordinate multiple projects and tasks (determine relative importance of each; prioritize and plan work activities; set appropriate deadlines to complete activities accordingly); effectively manage time and resources; set and achieve goals and objectives.
7. Teamwork and issue resolution skills. Ability to balance team and individual responsibilities, support every team member's effort to succeed, and obtain resolution by team consensus when differences in business processes are discussed.

8. Excellent oral and written communication skills. Ability to speak clearly and persuasively, based on system knowledge, in positive or negative situations, respond well to questions, demonstrate group presentation skills, participate in meetings, write clearly and informatively, ability to vary writing styles to meet needs and present numerical data effectively.
9. Knowledge of business process redesign.
10. Knowledge of PeopleSoft application fundamentals including PeopleSoft data modeling, PeopleTools, and PeopleSoft software development methodology.
11. Knowledge and skill with PeopleSoft component interfaces and data migration/integration tools.
12. Working knowledge of relational database concepts and familiarity with SQL query writing and analysis.
13. Demonstrated ability to serve as liaison between business and technical teams.
14. Effective decision-making skills
15. Problem solving and negotiation skills.